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Cambridgeshire County Council

Issue 8
November 2009

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We take customer feedback very seriously and want to hear from you if you have comments on the services we provide. Whether it is a 'pat on the back', a suggestion or a complaint, your views are important to us.

There are a variety of ways in which you can tell us what you think:

- **Telephone us on 0345 045 5200 (charged at local rate).**
- **Completing a form on our website – log on to www.cambridgeshire.gov.uk and go to Customer Service.**
- **Emailing us at feedback@cambridgeshire.gov.uk**
- **By contacting your local County Councillor. Details on our website.**
- **By writing to us at Customer Feedback, Cambridgeshire County Council, RES1225, FREEPOST CB176, Cambridge CB3 0BR.**

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Cover: Midwife Sarah O'Connell with baby Millie and mum Paula Burcham by Phil Mynott

How to contact us

A quick guide to frequently used numbers for County Council services.

Switchboard	**0345 045 5222**
General enquiries	**0345 045 5200**
Adult social services	0345 045 5202
Blue badges	0345 045 5204
Children's social care	0345 045 5203
Citizenship	0345 045 5155
Education	01223 717970
Employment (jobs)	0345 045 5210
Learning disabilities partnership	0345 045 5221
Library renewals	0345 045 5225
Occupational therapy	0345 045 5205
Online payments support	0345 045 5211
Park and ride	01223 845561
Recycling	0345 045 5207
School transport	0345 045 5208
Social services general enquiries	0345 045 5201
Street lighting faults	0800 253 529
Waste management	0345 045 5207

Now for the news

To find out what is going on in your area and the latest news from Cambridgeshire County Council log onto **www.cambridgeshire.gov.uk** and check out the new and improved front page news content. The Council is committed to keeping residents up to date on the latest initiatives, what services are on offer and how to access them as well as news as it happens at Cambridge County Council.

Council Meetings: what's on when

Did you know that the dates of all the County Council's meetings are widely available online, displayed at Council offices, or from your local library?

Most meetings are open to the public and agendas are usually published a week before each meeting. For the major decision-making group, the Council's Cabinet, there is a forward plan of meetings with draft agendas up to May 2010.

Information is also available about how you can take part in the democratic process through petitions and public question times at Council meetings.

Log on to **www.cambridgeshire.gov.uk**, go to Council and Democracy, or call **0342 045 5200** and ask for Democratic Services.

MERRRY Christmas!
Reduce Reuse Recycle

5.5 million mincemeat jars, **6.5 million** cranberry sauce jars, **12 million** pickle jars, **8 million** real Christmas trees, **1 billion** Christmas cards and much more waste will be produced across England this Christmas. This is **three-quarters of a million tonnes** more than for a similar period at any other time of the year.

reduce

- Don't forget to take your carrier bags with you when you go Christmas shopping.
- Instead of giving gifts with lots of packaging, why not consider book or CD tokens, or vouchers for a beauty or health therapy?
- Use recyclable wrapping paper and cotton or paper ribbons - even better, why not try cloth wrapping this year? It can become a gift in itself. Check www.recap.co.uk for details.
- Check www.lovefoodhatewaste.com/cambridgeshireandpeterborough for top tips on food preservation and recipes for making the most of leftovers - it will reduce food waste and save you money.

reuse

- Have fun making your own Christmas cards from old magazines, leaflets and other materials.
- Christmas is a great time to think of others - why not donate any unwanted items to your local charity shop?
- Even broken mobile phones can be donated for a good cause. See www.fauna-flora.org/recycling.php for details.
- You can sell things you no longer need through www.swapandsell.recap.co.uk
- Use sturdy boxes or gift bags for your gifts. These can be easily reused as storage in the home or as packaging for future gifts.

recycle

- When buying gifts, look for products made from recycled materials.
- Keep an eye out for recycling labels on packaging for food and other products. The retailers use them to help you recycle as much as possible. If you are not sure, follow the advice of your local council.
- Don't forget to recycle the cardboard boxes you cannot reuse, along with your plastic bottles, glass jars and bottles, tins and cans.
- You can recycle your real Christmas tree at your local Recycling Centre or contact your local council to check if you can simply put it in your garden waste collection.

recycle
for Cambridgeshire and Peterborough

WELCOME...

FACING THE CHALLENGES AHEAD

Councillor Jill Tuck
LEADER, CAMBRIDGESHIRE COUNTY COUNCIL

I am sure readers will be well aware of the challenges facing councils as part of the financial crisis affecting public services.

Public services as a whole – in Cambridgeshire and across the country – are staring at a 'black hole' in their finances over the next few years as a result of the recession. This was created by the banks, who were bailed out by the taxpayer – and it is public services who have to pay the taxpayer back.

There is no doubt that the knock-on effect of this is going to have an impact on the public sector for many years to come and the financial squeeze will be felt by us all.

Tough decisions are what being the leader of the council are all about and it is clear that we cannot preserve essential services unless we start to work in a very different way.

'Salami slicing' bits off services will not yield the level of savings which we believe are going to be needed. Instead we are going to have to innovate to find new solutions and ways of working in partnership to become more efficient.

The good news is that your County Council already has a strong track record in managing public finances and has built strong relationships with other councils, the police, fire, health, voluntary organisations and the business community.

What's more, our partner organisations are fully committed to working with us on reducing duplication, finding innovative ways of running services, and making sure we get the most out of every taxpayer's pound.

In this edition, we have a special focus on how we are supporting training opportunities around the county - giving people the qualifications and experience they need to find rewarding work.

'Tough decisions are what being the leader of the council are all about and it is clear that we cannot preserve essential services unless we start to work in a very different way.'

Helping save lives

We've made reducing road accidents a top priority. As a resident of Fenland, I understand only too well people's concerns about safety on Fenland roads, so the trial of new rumble strips along the Sixteen Foot Road, featured on page 21, is especially welcome. Let's hope it saves lives.

Students at the City of Ely Community College celebrate their exam results

STUDENTS GET GOOD RESULTS

Students across Cambridgeshire **raised the bar again** in this summer's A-levels, with many schools recording pass rates close to 100 per cent for papers passed at grades A to E. GCSE results across Cambridgeshire were also among the best ever, with schools consistently performing higher than the national average.

A-level results at the Netherhall School in Cambridge rose for the sixth year in a row, with this year's pass rate standing at 98 per cent. Impington Village College achieved a 100 per cent pass rate at grades A to E. The college also teaches the International Baccalaureate (IB), in which 93 per cent of students achieved the full diploma - well above the international average of 82 per cent.

Records were also broken at Hinchingbrooke School in Huntingdon, with a pass rate of 74 per cent in the A to C range and 99 per cent at grades A to E.

Cllr David Harty, Cabinet Member for Learning, said: "This is another set of highly impressive results. Yet again, A-level students in Cambridgeshire have excelled. Their hard work and dedication have paid dividends. Cambridgeshire's young people have done themselves proud. They are a credit to themselves, their teachers and their families."

ROYAL PATRON VISITS GRAFHAM WATER

Work to 'change young people's lives' at Grafham Water Centre has received royal recognition.

The Princess Royal visited the County Council-run centre in September to celebrate 15 years of Sailability and to officially open the refurbished facilities.

Princess Anne is Patron of the Royal Yachting Association (RYA) Sailability, which offers sailing for the disabled at the centre.

The £2.5m refurbishment of the Centre includes new residential accommodation for children on short activity trips, better conference and seminar facilities, a new dining room and reception area. A new boat store has also been built and the centre has greatly improved its access for disabled visitors.

The development was funded with a loan from Cambridgeshire County Council and a £500,000 grant from growth co-ordinators Cambridgeshire Horizons.

Princess Anne opening the refurbished facilities at Grafham Water Centre

BUILDING FOR THE NEXT GENERATION

Cambridgeshire is **leading the way** by training the next generation to find greener ways to meet the need for more housing and jobs, while saving energy.

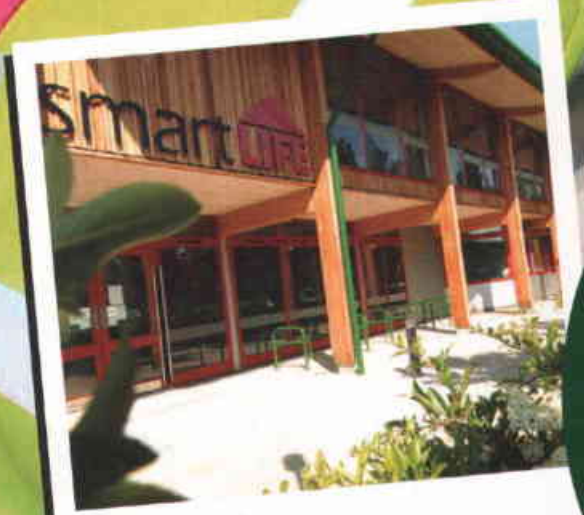
Schoolchildren are getting hands-on experience of building a house frame in just two days - while learning about alternative materials such as hemp, lime, and straw - at the pioneering SmartLIFE Centre in Cambridge. Teachers, councillors, planning officers and business people are also being given the opportunity to find out more about sustainable development.

The business and training centre is the first of its kind in the UK and is a showcase for sustainability using ground source heat, wind and solar power. It is led by the County Council to promote the use of innovative housing construction methods and support the local workforce.

The centre's award-winning training courses, devised and delivered using industry experts at Cambridge Regional College, are popular with apprentices and experienced builders keen to learn new skills.

One entrepreneurial graduate has set up his own company to provide renewable energy services such as ground source heat pumps and solar panels.

Teenagers learn how to build timber and steel frame houses at the SmartLIFE Centre as part of their studies for the 14-19 Construction and Built Environment Diploma



The SmartLIFE Centre

'I think this project is a good way of introducing school students to the housing problems we face, and include them in a change'

Student, Witchford Village College

'I enjoyed being able to construct our own sustainable houses out of the materials of our choice'

Student, Netherall School, Cambridge

TRAINING OUR KEY WORKERS CLOSE TO HOME

Giving people opportunities to **train close to home** is vital to supporting essential public services and the local economy.

Anglia Ruskin is one of the largest universities in the East of England with over 29,000 students and staff at campuses in Cambridge and Chelmsford.

The University is gaining prominence for its high quality education and research, but did you know that it also plays a vital role in training local people to work in education, health and social care – and many of them work for the County Council.

Anglia Ruskin supplies many of the region's teachers, nurses, midwives and social workers and is the largest provider of undergraduate courses in subjects linked to medicine in the East of England.

This year, there are 4,677 people from Cambridgeshire studying at Anglia Ruskin, which also employs 807 staff from the county.

Many of the students are attracted by the opportunity to study for vocational qualifications close to home, with the flexibility to fit studies in with family and work commitments.

With over 8,000 students, the Faculty of Health and Social Care is the largest graduate provider of health education. It offers a comprehensive range of courses for nursing, midwifery, youth work, social policy, operating department practice, social work and social care education.

The Faculty of Education is one of the region's leading providers of educational studies, initial teacher training and continuing professional studies. It provides an extensive programme for prospective and experienced teachers, as well as for aspiring early years learning support and teaching assistants.

Anglia Ruskin trained students are highly valued by employers in the region: 95% of nursing students and 96% of student teachers find a job with six months of graduating.

To find out more visit **www.anglia.ac.uk**

CASE STUDIES

THE MIDWIFE

Sarah O'Connell, from Huntingdon, achieved her dream of becoming a midwife last year after studying for a Midwifery Degree at Anglia Ruskin.

Midwife **Sarah O'Connell** with one-hour-old baby Millie and her proud parents Paula and Jon Burcham, from Stonely

Already a qualified nurse, she explains:
"As a mature student with family commitments, I needed to be close to home – and the University offered clinicial placements in my local hospital. The 18-month course is very intense ... however, it is the most rewarding experience I have had – I wish I had done it years ago. I am doing a job that I love and I would recommend it!"

Sarah now supports pregnant women in the community and helps to deliver their babies on the labour ward at Hinchingbrooke Hospital.

THE YOUTH WORKER

Amanda Warman works with young people in the Ely, Littleport and Witchford area for the County Council. She is studying for the JNC youth work qualification, supported by a grant and paid study leave.

Youth worker **Amanda Warman** with young people at Littleport youth club

Amanda was attracted to the two-year course at Anglia Ruskin's Cambridge site because it was close to home and she could fit the study and work placements in with her job.

Amanda says: "I do find it quite challenging to fit in everything but it is manageable if you have good support networks with your family, work, friends and lecturers. I am finding the course really interesting and useful."

THE SOCIAL WORKER

Simon Gray has fulfilled his aim to qualify as a social worker and work in this demanding field after studying for an MA in Social Work at Anglia Ruskin over two years.

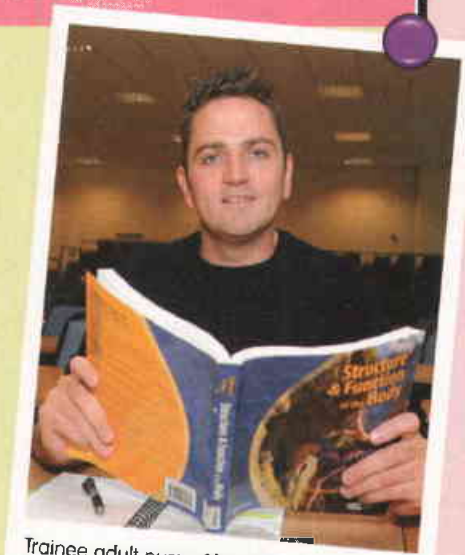
Social worker **Simon Gray** with a book of poems by local people coping with mental health

A former languages teacher, he said:
"I enjoyed it all.
I learned a great deal and, as a mature student returning to study after 14 years in the workplace, I felt that my critical faculties have been turned on again."

Simon found the two placements were an invaluable part of the course. He helped to promote an anthology of poems by mental health service users while working with Lifecraft, a Cambridge-based organisation that runs self-help groups.

THE ADULT NURSE

The chance to combine learning and working on placements caring for older people prompted Alex Wyatt to enrol for a three-year degree course in Adult Nursing based at Anglia Ruskin's Fulbourn campus.



Trainee adult nurse **Alex Wyatt** studying at the Fulbourn campus

He said: "Men are in the minority in adult nursing but I think it suits me because you have to have lots of patience. The good thing about becoming a qualified nurse is that it gives you flexibility to work anywhere so you can broaden your horizons."

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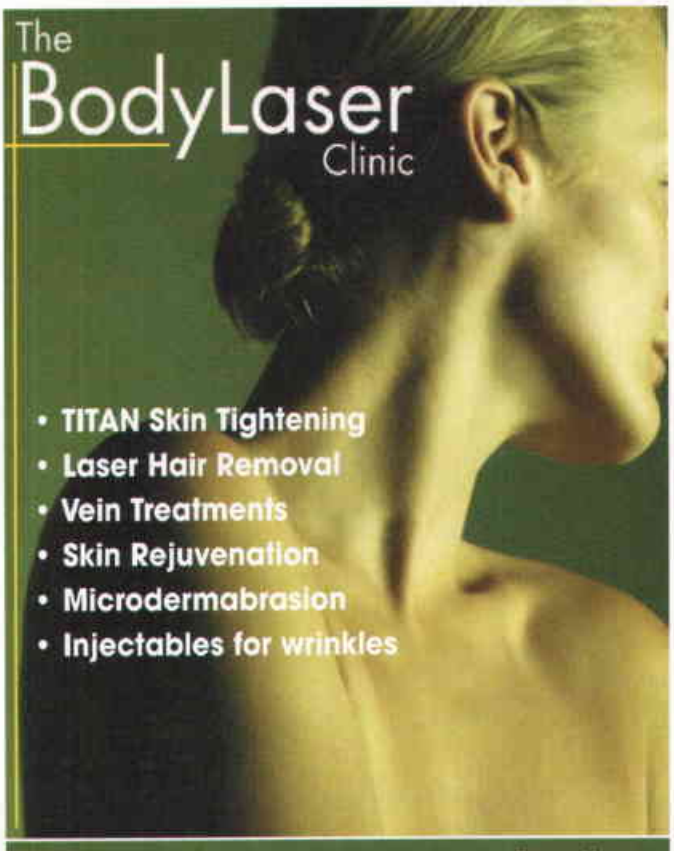

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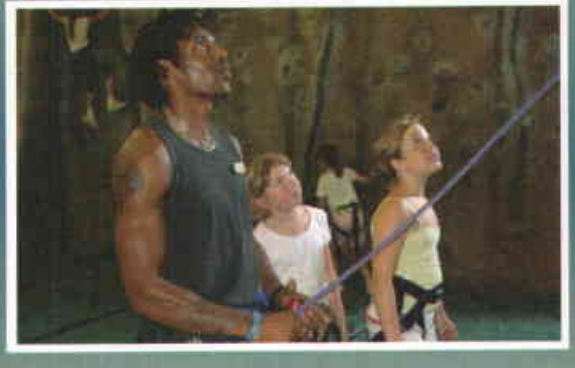

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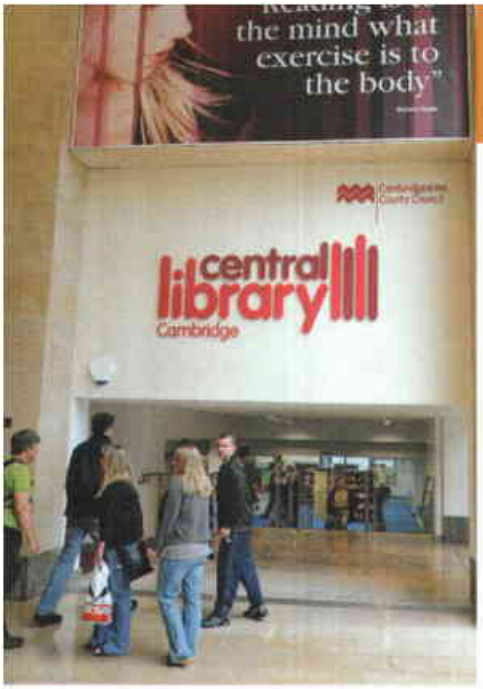
KK



Big bright

and not just full of books

That's the verdict on Cambridge's **new-look Central Library,** which re-opened in October.

The three floor building in Lion Yard has been given a complete make-over by the County Council and could not be more different from the old library.

With colourful furnishings, free Wi-Fi, a superb café and longer opening hours, including Sundays, it's got something for everyone. There are 100,000 books, thousands of DVDs, videos, computer games, and local records to view.

Upstairs there are study areas with computers, the Cambridgeshire Collection and the first British Film Institute Mediatheque in a UK library with booths for watching archive films free of charge.

Self-service means library staff have more time to help customers, who can check out books at touch screen terminals around the building. The Library Learning Centre together with Connexions and nextstep advisers are also on hand to provide advice.

USE YOUR LIBRARY CARD!

Your library card can be used to join and use other library services across the country. Make sure your's is up to date and you know your PIN number so you can use the new self-service systems. Join online at **www.cambridgeshire.gov.uk/library** or call **0345 045 5225**

Looking at all the new books with Cllr Sir Peter Brown, County Council Cabinet Member for Communities

A POEM TO CELEBRATE

Cambridgeshire's poet-in-residence **John Killick** has penned a poem to celebrate the re-opening of the Central Library.

John has been working across the county to support people with dementia through poetry.

CENTRAL

I was seated by the Cam
thinking 'What a fool I am
wasting my time here
when I could be where
knowledge grows on shelves
and a sense of selves
flowers from the pages,
the wisdom of the ages
is but a google away,
and I can take home today
a word-hoard under my arm
(ballad, sonnet and psalm
or a storey-house of stories)
from a place where more
is most definitely more,
and I would just adore
to be selecting tracks
or whole opuses from
stacks of CDs and DVDs
to bring me to my knees...'
So I arose to hie me
to the Central Library.

For more examples of John Killick's work, go to: **www.poetrypf.co.uk/johnkillickpoems.html**

HEALTHY MIND HEALTHY BODY

What are we doing to help our kids eat **healthy food?**

More and more children in Cambridgeshire are choosing school dinners as a healthy way to keep them going through the day.

The county's primary schools are serving up over 13,000 tasty meals every day to 35% of pupils. Take-up is rising faster than in other areas and is expected to reach 15,000 next year.

The 10 out of 10 campaign to increase the take up of children eating school meals by 10 meals per day per school led to an average increase of 5 meals per day (up 9.5%) over last year, though below our target of 10.

Parents and teachers are seeing the value of children having good food at lunchtime to help them re-charge their batteries and concentrate in lessons.

Pupils enjoy choosing from the new winter menus and self-service salad bars, while socialising with their friends around the meal table.

The meals are designed to be nutritious and well-balanced to meet the new Government standards, but that does not mean they have to be boring. The emphasis is on using locally sourced ingredients, with lots of fresh fruit and vegetables.

MY SCHOOL LUNCH

Parents and children can comment on their school menus, join the 5-a-day Fan Club, enter fantastic competitions or try some fun recipes by visiting **www.myschoollunch.co.uk**

National School Meals Week runs from **9-13 November** with themed activities every day to promote healthy school meals. Hear what Cambridgeshire pupils and parents think of their school meals at **www.iloveschoolmeals.co.uk**

WHAT'S COOKING IN THE KITCHEN?

Cambridgeshire's school meals are cooked and served by trained local people, who understand the needs of young people and are often parents themselves.

Cambridgeshire Catering Services (CCS), which is part of the County Council, recently opened a purpose-built training kitchen based in Huntingdon, where caterers can develop their skills and come up with nutritious new meals to go on the menu.

Executive Chef **David Haw** says: "There can be no more challenging or rewarding job in the catering industry than ensuring children learn a great love of food from an early stage in life."

School dinner favourites in Cambridgeshire include:

- Roast dinners with Yorkshire pudding and gravy
- Creamy macaroni cheese
- Suffolk pork sausages and gravy
- Gingerbread man with a glass of milk
- Apple crumble and custard

Wearing a scarf for winter, the Gingerbread man is a favourite with the kids!

Dan Bell and Charli Wheeler talking to Lord Seb Coe at Comberton Village College

Young people's views will be heard in the run-up to the Olympics thanks to the work of **two Young Activators** with local youth groups.

YOUNG PEOPLE **GET READY** FOR THE **OLYMPICS**

Dan Bell and Charlotte Wheeler, from Hills Road Sixth Form College, Cambridge, have been appointed by LIVING SPORT to come up with ideas for activities in support of the Cambridgeshire and Peterborough Action Plan for the Olympics, Paralympics and Cultural Olympiad.

They are working with Cambridgeshire Youth Parliament, Peterborough Youth Council and other youth groups to explore the opportunities that the London 2012 Games can bring for young people in this area.

Both experienced volunteers, Charlotte and Dan are busy getting young people together and putting their ideas for activities into practice. They hope to build a momentum that will continue well after 2012.

Charlotte, from Graveley, loves gymnastics and trampolining and is working towards her coaching qualifications. She said: "I get real inspiration from being recognised for organising and involving others in something I am passionate about."

Dan, from Soham, has spent many hours working with the Youth Council, his local sports centre and Viva Arts among other groups. He says: "I am motivated by seeing different people improve in anything they do - in the arts or sport".

The pair got their first opportunity to have their say when they meet Lord Seb Coe at Comberton Village College in July on his tour looking at the East of England's work on the Olympics.

LIVING SPORT Chief Executive, **Simon Fairhall** said: "I am really excited about these appointments. I hope we can support them in every way to make the views of young people a fundamental part of our Olympic Action Plan for Cambridgeshire and Peterborough".

For further information please contact: **Simon.Fairhall@livingsport.co.uk** Or telephone: **01487 841 559**

The Way You Receive Social Care is Changing!

you2choose.com - a unique and easy to use online Adult Social Care directory, which empowers independent living and helps you to manage this change.

Traditionally in the UK if you were eligible to receive social care, a package of care was organised on your behalf. This often led to issues regarding level and quality of service received. This is in the process of changing to a new programme of self directed support, whereby you will be in charge of your social care needs. Through a Personal Budget you will be able to choose what services you receive and how those services should be delivered.

you2choose.com enables anyone especially those eligible for social care support, as well as those that don't receive any support and have to pay for care themselves to search, reserve, book and pay for the goods and services you want from Service Suppliers – such as care homes and home care agencies 24/7 in real time over the internet.

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NHS Cambridgeshire

THE FUTURE OF PRIMARY CARE OUT-OF-HOURS SERVICES FOR RESIDENTS IN CAMBRIDGESHIRE

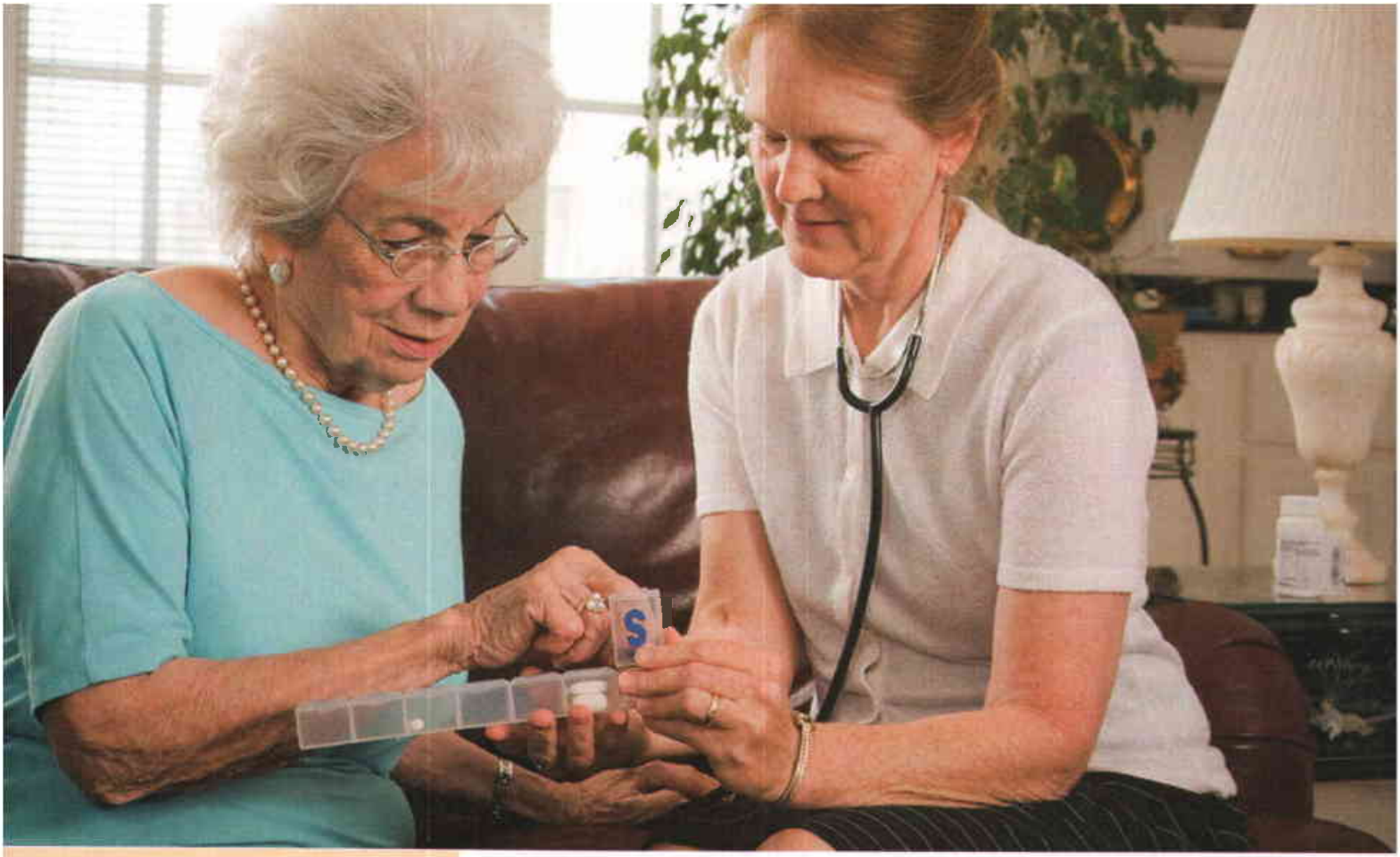
About this consultation

NHS Cambridgeshire - which spends over £750 million every year buying healthcare on behalf of the 600,000 residents of Cambridgeshire - wants to make sure that all Out-of-Hours GP services provided by clinicians are safe, effective and respond to your needs. We also want to make sure that the standard and quality of Out-of-Hours services are the same for everyone – wherever you may live in Cambridgeshire. We constantly review all our contracts and we are now focusing on improving and simplifying the way we organise our Out-of-Hours providers.

What do we mean by Out-of-Hours?

Out-of-Hours services are available when your doctor's surgery is closed. Typically, Out-of-Hours services operate during the following times:

- Monday to Friday 18:30 to 08:00
- 24 hours a day on Saturdays and Sundays
- 24 hours a day during Bank Holiday periods



Why do we need to change?

NHS Cambridgeshire believes that the current services across the county could be improved. Residents need to know that they can access the right NHS care when they are ill. We know that there are improvements that can be made to the Out-of-Hours service. NHS Cambridgeshire wants a safe and accessible service that directs you quickly to the right care.

Why is NHS Cambridgeshire consulting - why is it important?

We have a legal duty to consult with our residents. More importantly, NHS Cambridgeshire wants to understand your views of the current service and what could make a better service. It is also important for you to understand how your views can influence the service provided.

The situation today

Today NHS Cambridgeshire commissions (or buys) emergency GP services to cover the times when your normal GP practice is closed. We also set the standards of care that determine how the service is delivered to ensure high quality NHS standards of care.

Currently Out-of-Hours primary care services are provided by four different organisations:

- TCN (Take Care Now) Ltd covering East Cambs & Fenland Districts
- HuntsDoc covering Huntingdonshire
- CAMDOC serving Cambridge City and South Cambs District and PDOC which serves Whittlesey and Yaxley.

Why change now?

NHS Cambridgeshire has been reviewing all its contracts since it became a new organisation in late 2006. This gives NHS Cambridgeshire the opportunity to make significant improvements to Out-of-Hours care. We propose to strengthen the service requirements to ensure that you receive the same high standards wherever you live.

How can we do this?

NHS Cambridgeshire believes this service could be better provided by fewer organisations i.e. having just one or at most two providers across the county to ensure consistent high quality care across Cambridgeshire.

Your views on the services

This consultation also gives us the opportunity to find out whether the way the service is currently delivered could be improved, for example: waiting times, transport, etc. Your views are important to us and will be used to inform the new contract for the Out-of-Hours service.

What we have been told so far

NHS Cambridgeshire is already aware that feedback from patients and professionals at local and national level has identified that access to Out-of-Hours care can be confusing. People can get confused about the different services, what they provide and where to find them. Patients tell us they get passed from unit to unit, team to team and location to location with little or no communication between the services.

NHS Cambridgeshire wants a service that provides advice and support from an experienced clinician by phone or face-to-face, and where patients are then directed to the right service. We believe that services should connect so that patients do not have to repeat information and are not passed around unnecessarily.

NHS Cambridgeshire suggests that the pilot scheme called a Single Point of Access, is one of the ways that could help prevent this from happening.

What is a Single Point of Access?

NHS Cambridgeshire has agreed to participate in a national scheme putting a single access telephone number in place. The benefits include increasing the choices available to clinicians when considering urgent admissions, and creating one point of contact for patients. We believe a one point of telephone access for Out-of-Hours care means not having to make any more than one telephone call which could be better for patients.

Safer and closer to home

We also want a system that is safe, accessible and well known. It should have the flexibility to visit you in your own home if the clinician decides that is what is needed. We want a service that provides the right advice and treatment to patients who need urgent help, that ensures prompt medical attention to access the problem or give treatment or refer you to another service.

Where the new service will be located

NHS Cambridgeshire where possible, would like to place Out-of-Hours services in the same building as other related services. We believe there would be benefits for patients, if the service was situated with the A&E and Minor Injury departments, offering a 'one stop shop'.

Letting you know what services are out there – getting our communications right

NHS Cambridgeshire need to give our residents a better understanding of services available to them and where they can be found during out-of-hours. People know where to go in a health emergency – they might contact a GP, go to A&E or telephone 999. Yet newer services, such as NHS Direct, Minor Injury units, walk-in centres and various community response teams are less well known or understood.

Care during the consultation

The contract for the current Out-of-Hours service has been extended, so that a newly tendered service can begin in 2010. We would like to reassure all patients across Cambridgeshire that during this changeover period, if you require attention from a doctor outside normal surgery times, you will continue to receive a high quality and consistent service across Cambridgeshire.

Dental Services

Sometimes people have urgent dental problems when their dentist is closed. The telephone and assessment (triage) service will be included in what we propose to buy. We are not currently proposing to change the urgent dental service itself (where treatment is provided if necessary).

Timeline for the consultation

This consultation will run from 9am 28 September – 5pm 21 December 2009. This is the time you have to comment on the consultation document and to give us your ideas for the future provision of Out-of-Hours services.

We will spend this time carefully considering your views and the comments you've made.

- **Early 2010** – taking these views into account, we will present a report to NHS Cambridgeshire board members.
- **April 2010** – the contract for the new service will become operational.

The consultation runs for 12 weeks from 9am 28 September to 5pm 21 December 2009. ***Please help us by giving us your views.***

You can give your views in a number of ways:

1. Completing the online questionnaire in the consultation section at **www.cambridgeshire.nhs.uk/OOH-consultation**
2. Calling the PALS feedback service on **FREEPHONE 0800 279 2535** or **01223 725588**
3. Emailing **OOH-consultation@cambridgeshire.nhs.uk**
4. Requesting a hard copy of the consultation document with questionnaire by calling the PALS feedback service on **FREEPHONE 0800 279 2535** or **01223 725588** or email **pals@cambridgeshire.nhs.uk** or download a copy from our website.
5. By visiting our website **www.cambridgeshire.nhs.uk/OOH-consultation**
6. If you belong to a group or organisation, you can invite us along to one of your meetings, or if you have a particular experience you want to tell us about you can contact our PALS team on **0800 279 2535** or **01223 725588** or e-mail **pals@cambridgeshire.nhs.uk**
7. Or, you can come along to one of the open discussions at St Neots, Burwell, Whittlesey, Ely, March, Wisbech, Chatteris, Sawston, Cambridge, Huntingdon, Manea and Sawtry. To find out more visit our consultation section of the website **www.cambridgeshire.nhs.uk/OOH-consultation** or call the PALS team on **0800 279 2535** or **01223 725588**.

Once we have captured your ideas about what you think the service should look like, we'll present this to the NHS Cambridgeshire Board early in 2010. We will also be assessed during this process by The Consultation Institute, which specialises in best practice in public consultation. Analysis will be provided by CELLO mruk research.

A solution to whittle down our waste

Cambridgeshire residents are among the best in the country for composting and recycling - but what do we do with the rest of our waste?

Your 'black bag' rubbish usually goes to landfill, but now the county is leading the way in finding a 21st Century solution to dispose of waste that we cannot reduce, re-use or recycle.

This rubbish will now be processed in the County Council's brand new Mechanical and Biological Treatment (MBT) plant, which has been built in partnership with Donarbon at Waterbeach, and opens this month.

The MBT plant will be the first of its kind in the UK and will turn about 80 per cent of every tonne of rubbish into something more valuable.

Cambridgeshire County Councillor Tony Orgee, Cabinet Member for Economy and the Environment, said: "The MBT plant is an essential part of our work to significantly reduce the amount of waste which goes to landfill. Cambridgeshire's residents are already among the top recyclers in the country, and this will build on their efforts by managing the remaining waste as sustainably as possible."

The new waste treatment plant will dramatically reduce our landfill

How it works

Materials for recycling will be recovered from the waste before it passes through a composting hall the size of two football pitches, where giant wheels will turn the material for seven weeks. The rubbish will then mature into a compost-like material, which could be used to cultivate turf, bio crops, or for other uses.

It means we can greatly reduce the amount of rubbish we landfill - reducing harmful greenhouse gas emissions, saving valuable resources and avoiding costly fines for Cambridgeshire's council taxpayers.

To protect the environment, the Government has set strict limits on the amount of waste that can be landfilled.

By 2020, Cambridgeshire must cut the amount of biodegradable waste (rottable items like food, paper or cotton) going to landfill by more than half - despite predictions that the county population could rise by 100,000 people by then.

Keep recycling!

Although the MBT will reduce landfilling, it is not an alternative to recycling - so it's essential that we continue to recycle as much as we can through kerbside recycling collections and our recycling centres.

Recycling rubbish can significantly reduce the landfill problem

New split-level recycling centres are designed to make it easier for people to sort their rubbish. One opened at St Neots last month and another is being built at Witchford in East Cambridgeshire next year.

To find your nearest recycling centre, visit **www.cambridgeshire.gov.uk/environment/waste** or call **0345 045 5207**

PLAYING FOR SUCCESS

Sport – **especially football** – is being used to motivate young people in Cambridgeshire to reach their goals in learning and confidence.

Cambridge United Football Club is part of 'Playing for Success', an exciting initiative to set up study support centres at top sporting clubs around the country.

Playing for Success is a partnership between the Department for Children, Schools and Families (DCSF), local authorities and clubs representing 18 different sports. The club's 'United in Learning' learning centre has already helped over 1,000 students get up to speed in the key skills of literacy, numeracy and computer technology through out-of-school study support sessions. Many of the nine to 14 year olds are at risk of underachieving, so improving their skills and self-esteem gives them a real boost, and a new start to build upon on back at school.

Jez Daniel, centre manager (pictured left), said: "The centre has been given an extra 'wow' factor by moving to a new venue under the south stand, next to the players' gym, which means it can also offer day-time activities for even more young people."

The learning centre team of teachers, mentors and support staff run six-week programmes of weekly evening sessions, with access to state-of-the-art computer equipment. The programme uses activities related to sport, particularly football, as a motivation for students' to improve their study skills and gain self-confidence.

The centre is also using football to encourage students' learning in English and mathematics at Netherhall and Chesterton secondary schools through the government-funded 'Double Club' programme.

If you would like more information about the Cambridge United Learning Centre, volunteering or sponsorship opportunities, contact **jez.daniels.pfs@cambridge-united.co.uk** 01223 240191

Students get up to speed with Cambridge United player Courtney Pitt

IMPROVING ROAD SAFETY IN FENLAND

Reducing road accidents is a top priority in Cambridgeshire and **new safety improvements** are already paying off across the county.

Fenland has seen the largest decrease in injury accidents on local roads with a 16% drop last year, compared to 2007.

Road safety officers have praised Fenlanders for driving more carefully but say there is more to be done to reduce the number of people killed or seriously injured in the area.

Rumble strips alongside roads near waterways are the latest safety measure to be tried in the area as a way of preventing accidents. The new ridged strips not only show up the edge of the road but also give the drivers a warning so they can hear and feel that they are getting too close to the verge.

Investigations of accidents where vehicles have gone off the roads near waterways show that drivers may over correct if they put their wheel onto a verge so can lose control.

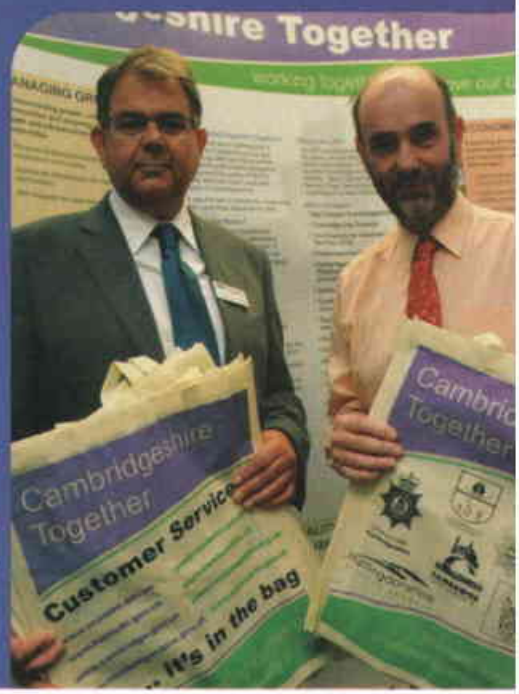
The County Council has lined both sides of the Sixteen Foot road with the strips for 11 miles from Horseway Bridge to Cottons Corner Bridge in a £52,000 scheme - part of a package of road safety improvements in the Fenland area, including new marker posts, education campaigns and enforcement.

Cambridgeshire County Councillor Mac McGuire, Cabinet Member for Highways and Access, said: "Reducing accidents is a top priority for the Council and although Fenland has seen one of the largest reductions in the country, there is always more we can do. These new strips will provide drivers with much more warning about where the edge of the road is and help to prevent accidents."

Services that matter

Cambridgeshire people got the chance to have their say on how public services can be improved when a customer services roadshow toured the county in October.

County Council Cabinet Member for Customer Service and Transformation, Councillor Steve Criswell, pictured at the Cambridge roadshow, said: "Services provided by public sector organisations across Cambridgeshire touch everyone's lives – we provide roads, social care, libraries, recycling, rubbish collection and dispersal, health and police services. With the financial pressures facing us all, we need to work closer together. With the help of the public we can improve what we deliver to the community and focus on the services that matter most."



Have your say

Community engagement is about involving people in decisions that affect them.

A **new strategy** is being drafted to give the people of Cambridgeshire the skills and confidence to take part in decision-making and shaping their local area.

The County Council is keen to hear your views, particularly on whether you would like to see more opportunities to:

- **Keep up to date** through Facebook and Twitter social networking sites – discuss local issues online and find out about developments in council services over the internet
- **Have your say** at Neighbourhood Panels – raise local issues and agree local priorities with councillors and other agencies at your local panel meetings
- **Voice your choice** - vote on how money should be spent in your area
- **Get involved** – create a vision and plan for your local community, for example to raise funds for new facilities

Your comments will help us shape the final strategy and action plan, which will then be published and submitted to the council decision makers in December for approval.

TAKE PART

You can take part in the consultation by visiting **www.cambridgeshire.gov.uk/communityengagementconsultation** or request a copy by calling 01223 699141.

CARING FOR CARERS

There are **50,000 people** in Cambridgeshire who care for others. Many of these reach a turning point - **a crossroads** - when they need help with caring, a sympathetic ear or some time to themselves.

CROSS ROADS CARE ARE THE PEOPLE CARERS TURN TO

Crossroads Care is Britain's leading provider of support for unpaid carers and the people they care for. The national network of local charities helps thousands of carers make a life of their own outside caring.

Crossroads Care Cambridgeshire (the new name for West Anglia Crossroads) helped over 1,000 carers of all ages to take breaks last year. They included care in their own homes, activities, day groups, clubs for children with autistic spectrum condition, a young carers project and a Macmillan Crossroads Cancer and Palliative Care service.

Now there is more on offer for local carers. The charity has been commissioned by Cambridgeshire County Council Carers Support Team to provide:

- a free individual carer emergency respite service to support carers for up to 48 hours in a crisis
- new carers support groups in communities around the county where carers can meet, organise activities and get useful information
- an advocacy service with advocates from Speaking Up helping carers to have their say about their needs and concerns.

CARERS FACTS

- One person in eight is a carer
- The number of carers in the UK is likely to double over the next 10 years
- There are 50,000 carers in Cambridgeshire. Most are friends and family, some are elderly or unwell themselves, and at least 1300 are children or young people
- Over a third of carers have not had a break in the last two years.

Crossroads Care Cambridgeshire

has also been selected by NHS East of England to provide 'Caring with Confidence', a free programme helping carers improve their own situations. Advice sessions are now running in Fenland, Huntingdon, and Peterborough, with online help and self-study booklets.

Carers can get essential help with alternative care or transport so they can attend groups or advice sessions.

To find out more, call Angela or Wendy at Crossroads Care on **0845 241 0954**, email info@westangliacrossroads.org.uk, or visit **www.westangliacrossroads.org.uk**

Home Insulation Grants

Energy Grants Direct

Loft Insulation

All property types
you pay only

£199

Cavity Wall Insulation

All property types
you pay only

£149

Government backed grants now available to all homeowners

Over 70's get FREE insulation

Also FREE if you receive any of the following benefits

- Disability Living Allowance
- Attendance Allowance
- Working Tax Credit (Household income must be less than £16,040)
- Child Tax Credit (Household income must be less than £16,040)
- Pension Credit
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Limited Funding - Apply Today!

TO APPLY IS SIMPLE CALL 0870 042 1267
or apply on line at www.energygrantsdirect.co.uk

* Free loft insulation only available if you currently have less than 3 inches.
All offers are subject to average property sizes, additional costs may apply to larger than average property sizes

The future of waste management is here

Cambridgeshire County Council's ground breaking new waste plant processes your "black bag" rubbish, greatly reducing the amount that goes to landfill.

The new Waterbeach Mechanical Biological Treatment Plant, run in partnership with Donarbon Ltd:

- is good for the environment, using cutting edge technology to process rubbish that would otherwise be landfilled
- is sustainably designed to reduce its environmental impact
- has an education centre for schoolchildren and local communities to learn about reducing, re-using and recycling

For more information on this amazing new plant, go to **www.cambridgeshire.gov.uk/environment/waste**

Remember
keep recycling using existing services. This new plant manages your "black bag" rubbish. It is not an alternative to recycling!

Working together to make the most of your waste

Cambridgeshire County Council

Donarbon WASTE MANAGEMENT

www.cambridgeshire.gov.uk

Other formats

If you would like a copy of the text in this magazine in large print, Braille, audio tape or another language, please contact Kathy Jacklin on 01223 699287.

YOUR CAMBRIDGESHIRE

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